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PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
Baggenstoss et al.)
Serial No.: 10/733,137) Examiner: Nguyen, Quynh H.
Filed: December 11, 2003) Art Unit: 2642
For: Managing the Selection of Performance) Confirmation No. 8268
Interventions in A Contact Center)

INFORMATION DISCLOSURE STATEMENT

Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98.

The undersigned certifies the following: To the knowledge of the undersigned, no item of information contained in the Information Disclosure Statement ("IDS") was known to any individual designated in § 1.56(c) more than three (3) months prior to the filing of this IDS. Specifically, these references were cited in U.S. Application No. 10/957,350 on January 23, 2006.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

Respectfully submitted,

A handwritten signature of Michael L. Wach.

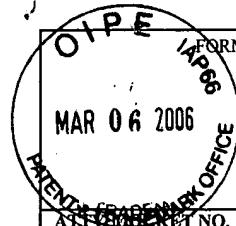
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K&S Docket: 07117.105017 US CIP
4003322

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on March 3, 2006.

A handwritten signature of Michael L. Wach.

Michael L. Wach, Reg. No. 54,517



FORM PTO-1449, Adapted

LIST OF INFORMATION DISCLOSED BY APPLICANT

(Use several sheets if necessary)

ATTORNEY/AGENT NO.
07117.105017SERIAL NO.
10/733,137FILING DATE
December 11, 2003APPLICANT
Bagenstoss et al.GROUP
2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,206,903	4/27/1993	Kohler et al.	379	309	12/26/1990
	AB	6,584,192 B1	6/24/2003	Agusta, Joseph B.	379	265.12	12/6/1999
	AC	6,771,765 B1	8/3/2004	Crowther et al.	379	265.09	12/29/1999
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						

FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO
	AK					
	AL					
	AM					

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

	AN		
	AO		
	AP		
	AQ		

4003327

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.